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1.0 GENERAL

1.1 SUMMARY

The Office of Technology Services (OTech) provides web server and web site hosting only on leased equipment within the OTech Application Hosting offering. This document provides guidance in selecting Microsoft Internet Information Services (IIS) as a web site hosting solution.

Included in this offering are installation and product maintenance and support. Staff performs these tasks according to standard procedures and configurations. This offering is available as a dedicated web server or as a shared web server. The shared web server offering includes isolating individual web sites on a shared single array of MS IIS servers.

OTech supports version(s) of IIS in accordance with the Software Version Support Policy.

Web servers are provided where customers manage their website content using FTP(S) access. Two FTP(S) accounts per site will be provided however additional FTP(S) accounts may be requested and will incur a fee.

Complementary service offerings to this one include bulk email distribution management, [secure certificates \(SSL\)](#), Google Search, Google Analytics (Site Statistics), and SMTP relay. Please contact your OTech Account Manager for information regarding these services.

1.2 REFERENCES

Items referenced here are found elsewhere in this document.

IDENTIFIER	DATE	ITEM
04.14.871	2012	Web Server Submittal
04.17.866	2012	Microsoft Windows Server Guideline
04.17.866	2012	Microsoft Windows Server Information Submittal
04.00.000	2012	Environment Submittal
01.5.884	2013	Secure Certificates Submittal
4000	2011	Software Version Support Policy
4000	2011	Software Version Support Procedure
363	2010	Firewall Access List Form
3138	2010	OTech System Administrator Access Standard
3502	2010	Procedure 3502 – Information Security Exception Request

website	OTech Rates Schedule
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1.3 SUBMITTALS

1.3.1 General

OTech is available to advise and assist customers in formulating IT designs that will leverage available service offerings. Contact your Account Manager to engage architectural/engineering and design consulting services. Additional charges may be incurred.

Include the Customer's name, contact information and associated project name on forms, documents, and requests submitted to OTech.

OTech requires the following method be used for work requests:

Item	Request Method
Quotes & Billable Service (new or changes to existing services)	OTech Customer Service System (CSS) Request
Modifications to Existing Systems	OTech Service Desk or Remedy Service Request
Technical Problems	OTech Service Desk or Remedy Incident
Security Related Issues/Incidents	OTech Service Desk

1.3.2 Service Request Criteria

A completed Web Server Submittal is required prior to the start of work. To aid in the preparation of providing this technology, all information must be included in the OTech Service Request.

This Submittal is to be revised at appropriate intervals providing for expeditious and practicable execution of the work. Revised submittal(s) must indicate changes, if any.

1.4 EXPECTATIONS

1.4.1 OTech

OTech manages contract and support agreements for software and serves as liaison between the customer and Microsoft for technical system level IIS issues.

Technology products must be within vendor supported versions to sustain availability and integrity. Installations of IIS follow the platform product lifecycle. OTech documents end-of-support to Customers in E-News notifications.

OTech follows change management practices. Change requests are recorded in [OTech Remedy Service Request](#) system, as a Change Request (CRQ). OTech Account Managers can provide current change procedures.

1.4.2 Customer

Customers are expected to maintain logical web design, site-map, and data flow documents and provide them to OTech upon request. Customers should update these documents as IIS environment(s) are completed and accepted by the Customer.

Customers own, manage, and maintain programming code, web pages, and web layouts, etc. Customers are expected to have followed sound industry standards in the development of code, web pages and security before publishing to production.

Customers are expected to determine and submit details as needed for additional software components within IIS.

Customers are expected to identify and lead the resolution of web site application related problems. Customers may identify and report system level problems to OTech.

Unless OTech is being contracted within a web site consulting capacity, Customers are expected to understand product lifecycles and collaborate with OTech on upgrades, testing, and verification of their web server technology before the end-of-support date. Failure to migrate off of unsupported versions may incur additional charges and experience support delays. Refer to the [OTech Procedure 4000 – Software Version Support](#) for details.

1.5 SCHEDULING

OTech's goal is to provide timely and economical technology service. Customers promote this goal by promptly providing information requested, and by keeping the OTech Account Manager / Project Manager informed of technology project status.

OTech retains IIS web site log files for 90 days.

OTech will execute a daily script to automatically remove ftps/weblogs that are older than 90 days.

1.5.1 Maintenance & Backup

MS IIS is included as a component of the Windows platform and is incorporated in the Windows back up and maintenance schedule. Restores can be requested via a Service Request.

1.5.2 Change Management Schedule

MS IIS change proposal / requests follow the established OTech Change Management process. Server reboots are preformed following the change management schedule. Work performed during scheduled maintenance periods is subject to the OTech Change Management Schedule. Changes require 2-week prior notification. Shorter periods may not always be accommodated; additional charges may be incurred for expedited change requests. Additional charges may be incurred for OTech resolution of Customer applied modifications made to systems where the OTech Change Management Process was not utilized prior to the modification.

Requests for FTP(S) port opening(s) must adhere to the OTech Change Management procedure, however, Customer content uploads and content changes do not require a change control.

1.6 QUALITY ASSURANCE

Identify the following within the submittal:

1. Request a new / modification to DNS
2. Identify firewall port opening requirements (Example: FTP(S)). FTP(S) permits uploading web content to designated Web Server(s). Firewall ports must be opened for FTP & FTPS accessibility. An OTech Firewall Access List Form is required and should be submitted via an OTech Service Request.
3. Whether the website/application requires modifications to MIME types
4. Unique custom plug-ins or scripting language requirements

1.7 DEFINITIONS

Term, phrase, abbreviation	Definition
MIME	Content types
IIS	Internet Information Services
FTPS	File Transfer Protocol (Secure)
DNS	Domain Name System
HTTP	Hypertext Transfer Protocol

2.0 PRODUCTS

2.1 MS IIS Server 7.5

1. Microsoft .NET Framework 4.5, 4.0
2. ASP.NET Framework 2.0 - 3.5
3. Classic ASP
4. HTTP Logging
5. Basic & Windows Authentication
6. FTP Server (FTP over SSL)
7. Dynamic Compression
8. HTTP Redirect Module

2.1.1 Optional Components

1. MVC Framework 4.5
2. MVC Framework 3

2.1.2 Client Component

1. FileZilla

2.2 UNIT PRICING

*Additional FTP(S) accounts may be set up for additional fees.

Refer to the [OTech Rate Schedule](#) for current pricing.

2.3 PLATFORM

MS IIS is available on both virtual and physical servers utilizing Microsoft Windows Server 2008 R2 and Hyper-V.

3.0 EXECUTION

3.1 SECURITY

System administrator privileges and/or remote desktop are not required in order for MS IIS to function. Customers will be provided FTP(S) accounts in order to upload site content to their dedicated web servers or shared website(s). User accounts must resolve to an individual or a group of identified individuals.

OTech's goal is to provide secure and stable environments where customers manage their website content using FTP(S) access. Some websites utilize unique 3rd party applications that may require elevated access permissions and Remote Desktop Protocol (RDP) access. OTech will assist Customers to determine appropriate access levels.

Server Administrator accounts is restricted to OTech designated personnel only. If Customers require administrator privileges to their leased dedicated installations of Windows servers containing IIS installations, a completed Information Security Exception Request must be submitted. Please follow the procedure outlined in [Procedure 3502 – Information Security Exception Request](#) and adhere to [OTech Standard 3138 – System Administrator Standard](#).

Server Administrator and/or RDP privileges are never permitted on shared web servers.

3.2 QUALITY CONTROL

Web Servers Submittal(s) must be reviewed and approved by OTech.

OTech system-level administration and support of servers running web services will diminish, or in some cases discontinue, on systems that provide Customer server administrator / RDP authority where the Customer has not:

1. Followed the OTech Change Management process;
2. Adhered to the OTech System Administrator Standard, 3138; and,
3. Installed software not supported by OTech (3rd party software).

Configuration changes made outside the scope delineated above and needing intervention, correction, or troubleshooting by OTech staff may incur additional charges.

3.2.1 OTech Responsibilities

1. Installation and configuration of system-level web server services
2. Review and approve submittals. Refer to 1.3 – SUBMITTALS
3. Notify Customer of submittal flaws, if any
4. Assist Customer in specifying design in accordance with information provided in 1.3 – SUBMITTALS

3.2.2 Customer Responsibilities

1. Determine web server needs and complete and provide appropriate Submittals. Refer to 1.3 – SUBMITTALS
2. Avoid system use of or dependence upon elevated system access privileges.
3. Customers that request elevated system access privileges on web servers increase the risk for system security and accept increased responsibility of administration and support, troubleshooting and service restoration activities. Refer to 3.1 - SECURITY.

3.3 SUPPORT AVAILABILITY

Core business hours for web technical support are Monday through Friday 0800-1700. State holidays and mandated schedule alterations are observed and may impact staff availability.

3.4 INSTALLATION

Installation of web services is in accordance with Microsoft's installation procedures.

3.4.1 OTech Responsibilities

1. Install, administer and maintain system-level web services and related configurations
2. Review and recommend optional configuration that may better meet capacity and performance requirements in accordance with the 1.3 - SUBMITTALS
3. Communicate installation status to Customer
4. Assist Customers with initial content upload using FTP(S); provide procedural documentation
5. Create FTP user account(s) and assign permissions in accordance with 1.3 – SUBMITTALS
6. Monitor and fine tune IIS Server and Application pools
7. Assist Customer with IIS incident resolution subsequent to application configuration changes
8. Assist Customer with system level web service debug and error resolution
9. Troubleshoot system-level web services and report status to Customer
10. Engage Microsoft services as necessary for problem resolution

3.4.2 Customer Responsibilities include but are not limited to

1. Define web server or web site requirements
2. Document web page design(s) and application architecture
3. Maintain copies of web site source code at Customer location
4. Respond to notifications provided by OTech staff with mitigating action
5. Upload or update web content via FTP access provided through FileZilla FTPS Client
6. Code modification and web page changes

7. Applying, uploading, and managing secure code in order to minimize the possibility of unauthorized access or tampering
8. Notify OTech of application interactions to/with IIS. Such as Microsoft tools, 3rd party applications/software/partners, COTS applications, legacy systems, MIME types, custom plugins, or scripting language requirements
9. Increased responsibility and understanding of system security, support, problem resolution, and service restoration for Customers with server administrator privileges on servers with their installations of IIS
10. Notify OTech of Third Party Software application software, components, and accessories affecting the IIS during configuration, tuning, upgrades, and maintenance of the application software
11. Additional charges for OTech intervention, troubleshooting and correction of unauthorized changes that impact OTech's responsibilities